From: Bautista, Billy Von

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Subject: RE: Late Fees and Collections Throttle

Date: Thursday, September 13, 2018 11:10:23 AM

[External Email - Be careful! DO NOT open attachments or click links from unknown senders or unexpected email.]

Good afternoon Suzanne,

1. Does anyone calculate late fees in CC&B using a tired amount or exclude certain charges in the late fee calculation like sales tax or a previous months balance?
   GSWC does not charge Late fees.

2. How do you throttle Credit/Collections in your system using MDM/CC&B to avoid

overloading Customer Service with calls?

GSWC does not use MDM at this time. Our Customers are able to request a pay plan using our IVR system. The customer must meet the following guide lines:

- For Bi- monthly accounts -the customer cannot exceed 3 pay plans within the last 12 months.
- For Monthly accounts- the customer cannot exceed more than 6 pay plans within the last 12 months.

Billy Von Bautista
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Find Cyber Security alerts and educational information at ***http://portal/CyberSecurity/SitePages/Home.aspx*** *. Find the new ASWC IT Security Policies at* ***IT Security Policies.***

From: Hamilton, Suzanne <shamilton@NESPOWER.COM>
Sent: Thursday, September 13, 2018 6:33 AM
To: Melissa Ortman (ALLETE) <mortman@allete.com>; 'Ago, Hedilyn' <HAgo@ouc.com>; Tremble, Troy A. - Manager, Customer Relationship Systems <TremT@jea.com>; Brian McKee <BMcKee@cityofsacramento.org>; blanca.barajas@lvvwd.com; Ajit.Apte@constellation.com; Charles Lei <CLei@cityofsacramento.org>; Tauseef Iqbal <Tauseef.Iqbal@ey.com>; amarshall@sfwater.org; Austin, Allen <AAustin@ouc.com>; amanda.bayley@blpc.com; asrivastav@torontoHydro.com; Angela.Hodges@raleighnc.gov; alovitt@gcpud.org; Armando.Bolivar@ladwp.com; august.lindner@oracle.com; barbara_oleck@tempe.gov; bcadis@csu.org; Popers@guc.com; bevan.grice@faypwc.com; Bautista, Billy Von <Billyvon.Bautista@gswater.com>; brenna.martin@powerstream.ca; brij@constellation.com; cathy.wylie@atco.com; ChantalNault@HydroOttawa.com; charlene.ussery@longbeach.gov; Greenwood, Chasity L. <greecl@jea.com>; christina.veltkamp@enstarnaturalgas.com; chris.waite@auroraenergy.com.au; christine.martinez@denverwater.org; Dailey, Chris B. - Customer Experience Applications Program Mgr <DailCB@jea.com>; clnelson@aglresources.com; clayton.mauldin@santeecooper.com; Basilecd@guc.com; cjames@gcpud.org; Rojas, Cynthia E. <rojace@jea.com>; damien.beresford@oracle.com; darci.miller@cfunet.net; dduhon@lus.org; dmanvil@gcpud.org; dvogel@lwcky.com; DYeselavage@tep.com; david_garcia@sjwater.com; Tran, Jessie <JTran@ouc.com>; david.wiedmeier@mdu.com; Frye, Dawn <DFrye@ouc.com>; deb.braun@mdu.com; dwalz-burkett@abcwua.org; denise.hutchinson@aps.com; dbatshoun@sfwater.org; Donald.Case@aps.com; donny.crow@oracle.com; DDYSON@sjindustries.com; donna.obrien@mid.org; ess4@pge.com; EMONTA@miamidade.gov; elizabeth.oconnor@constellation.com; epage@torontohydro.com; Flora.chang@ladwp.com; Gabriela.Mendoza@aps.com; gary.jensen@gas-south.com; gayle.shimizu@seattle.gov;

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Subject: Late Fees and Collections Throttle

EXTERNAL EMAIL

Good Morning,

I have two questions for the group:

1. Does anyone calculate late fees in CC&B using a tired amount or exclude certain charges in the late fee calculation like sales tax or a previous months balance?

2. How do you throttle Credit/Collections in your system using MDM/CC&B to avoid overloading Customer Service with calls?

Please let me know how you handled these situations and if a customization was required.

Thanks,

Suzanne B. Hamilton, CPA
Budget, Rates and Collections Manager
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